

AMENDMENT

Amendment to the specification

Please amend the specification as follows:

Insert the following paragraph after line 15 of page 6:

Figure 4 illustrates an aspect of the invention in which hard copy response forms can be used to generate email.

Amend the paragraph spanning lines 5-8 of page 42 as follows:

In one aspect of the invention, as illustrated in **figure 4**, hard copy response forms **400** can be marked up by a user and faxed to the publisher for graphical recognition by software. Such forms **400** can also include a section **410** for composing E-mail messages that can be sent as text files based on handwriting recognition or sent as graphical files. In this manner, email can be generated by the faxed hard copy response form **400**.